

Figure 1

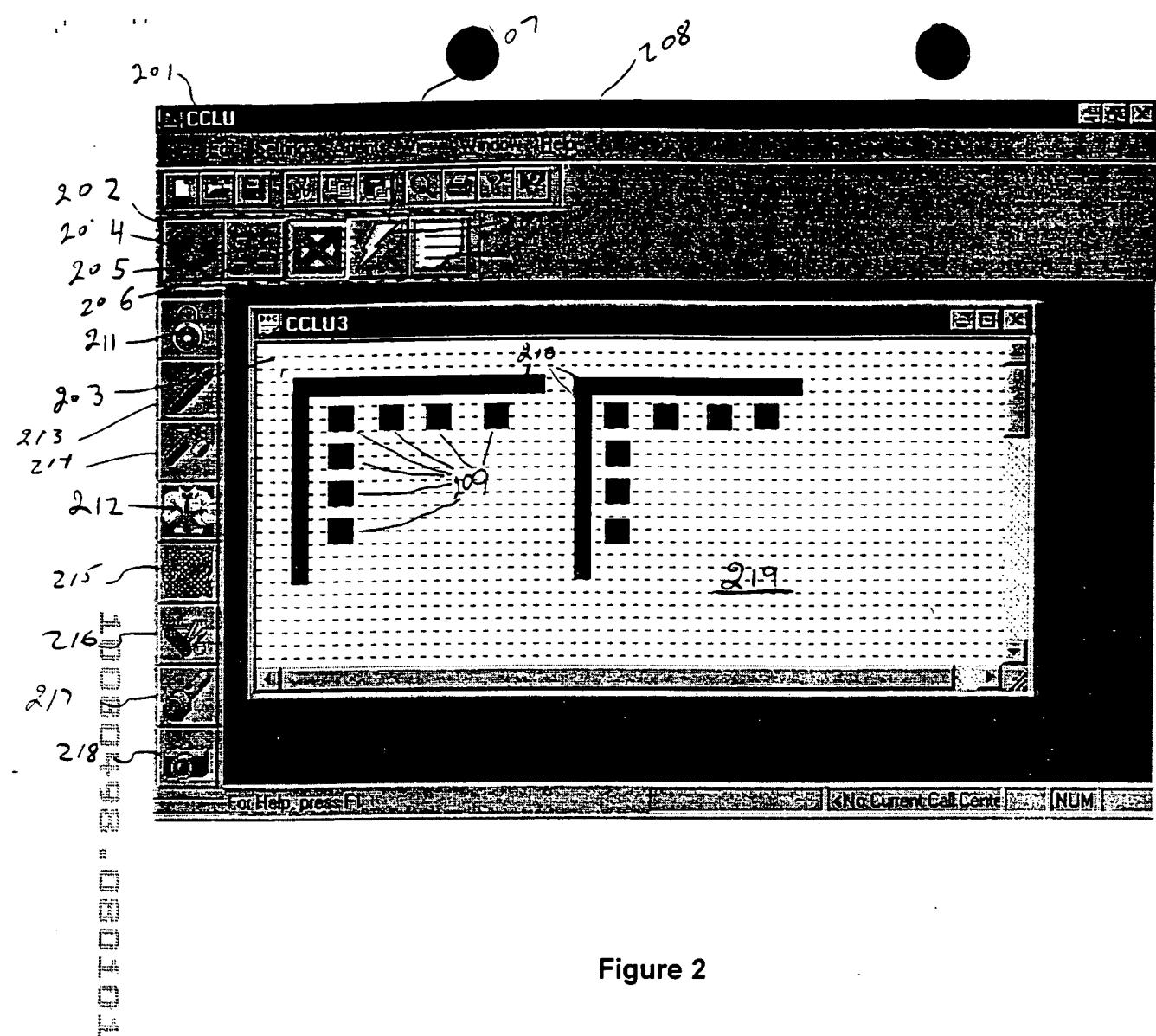


Figure 2

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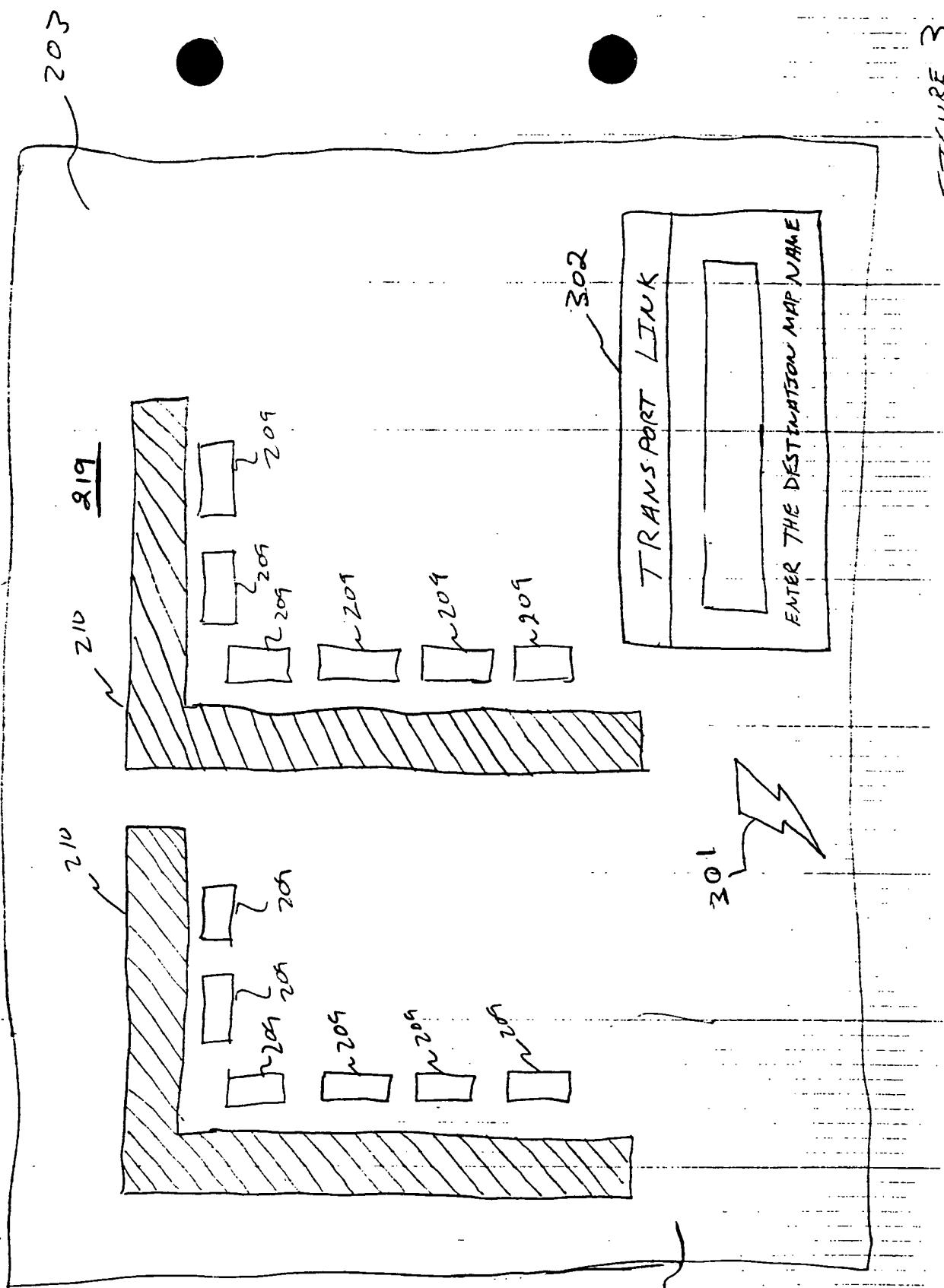
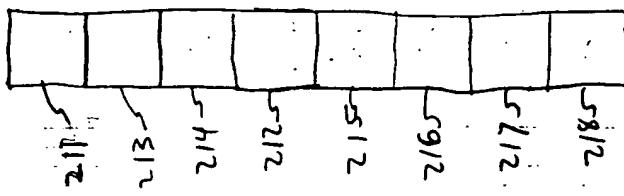
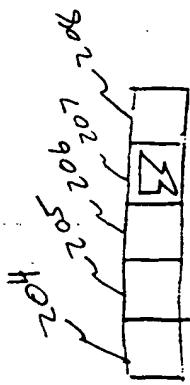


FIGURE 3

FIGURE 4

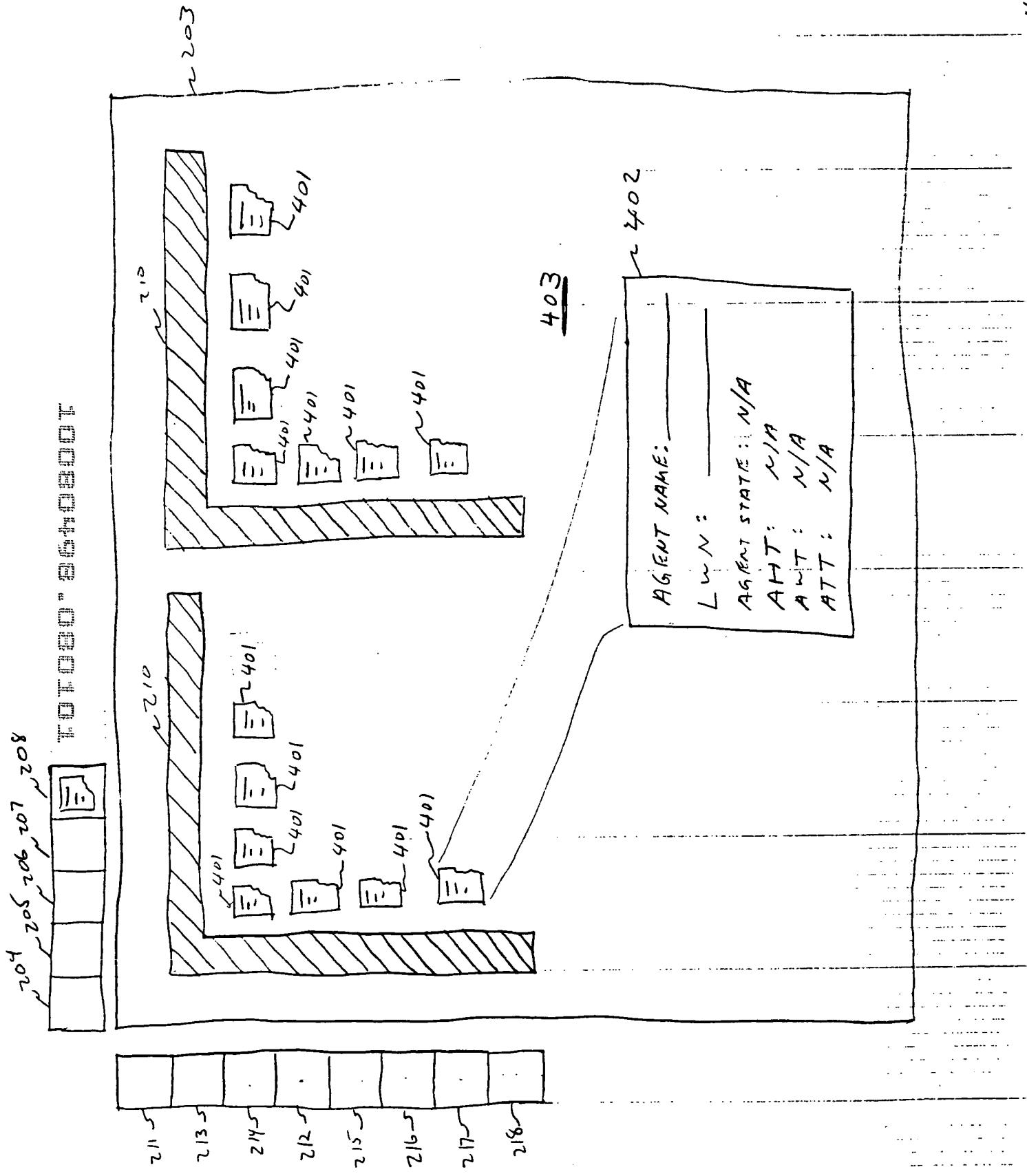
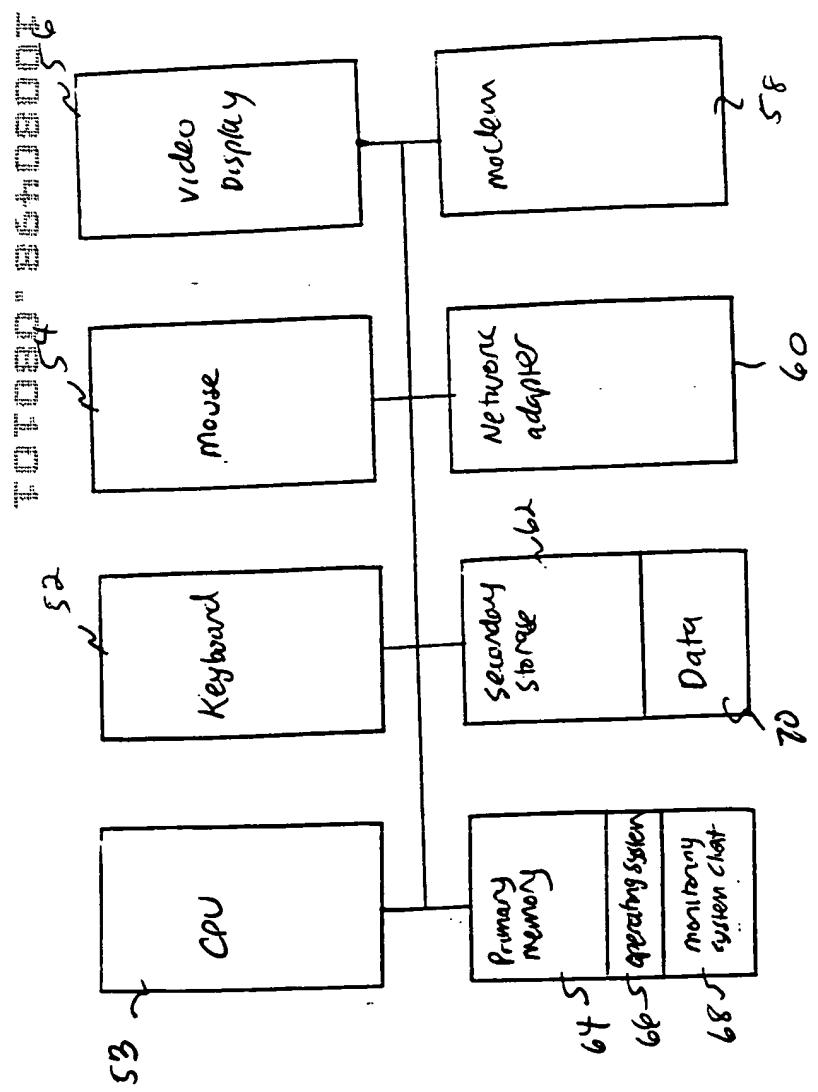


Figure 5



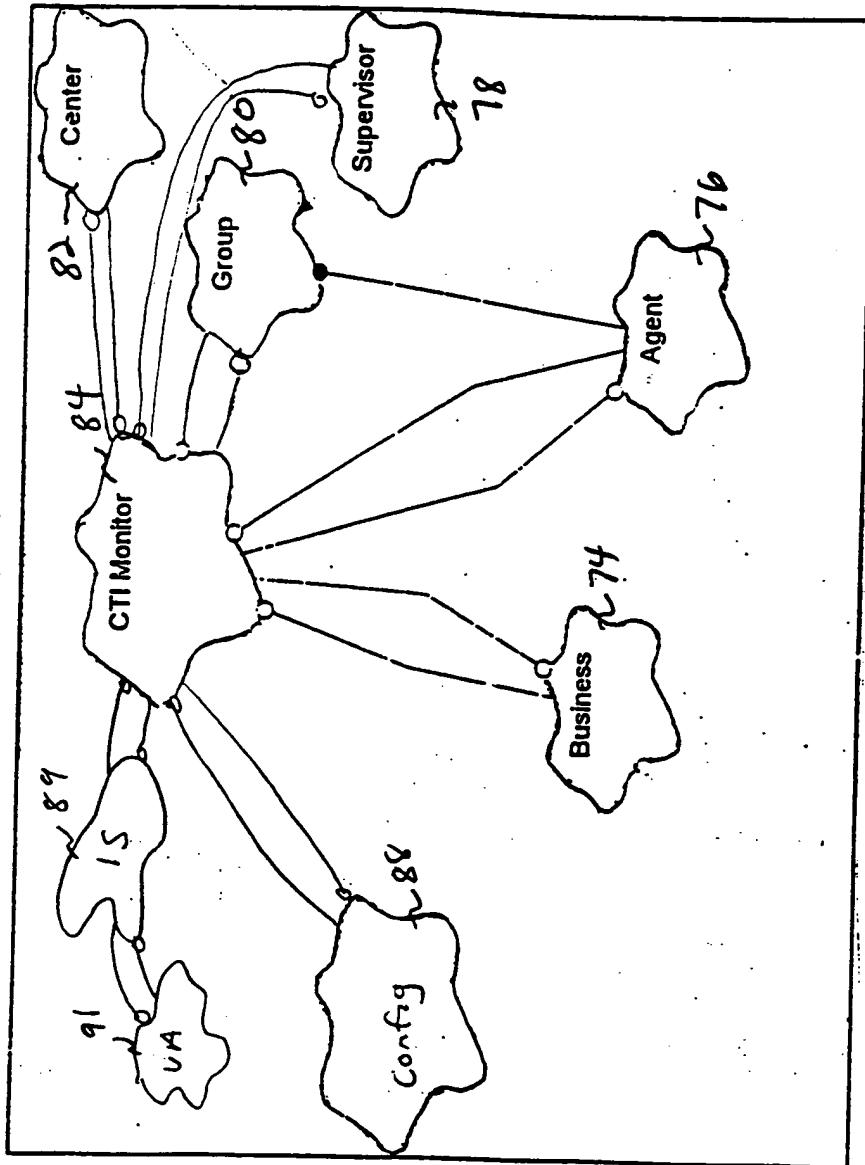


Figure 6

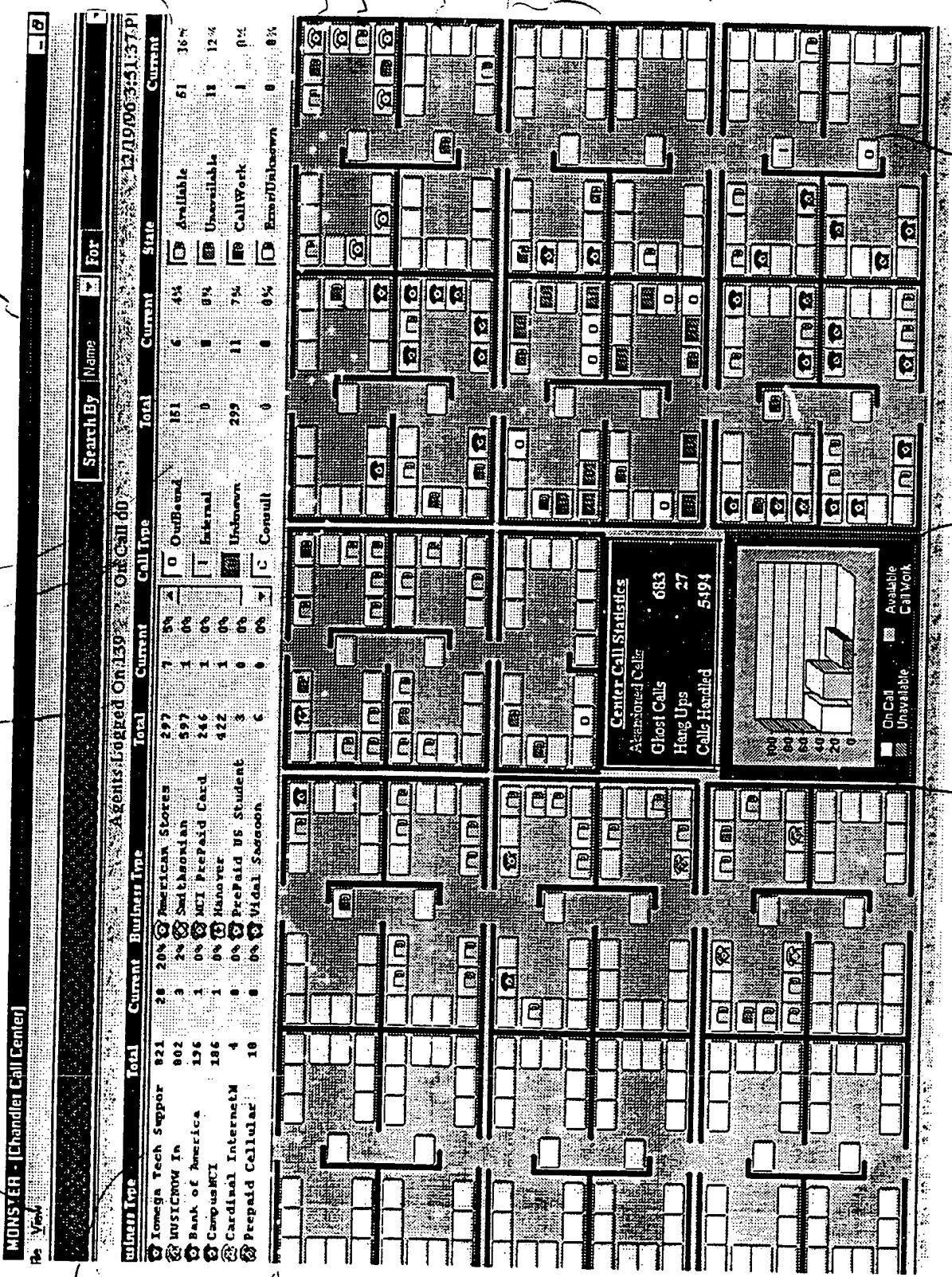


Figure 7

100804CE "SECTION 1"

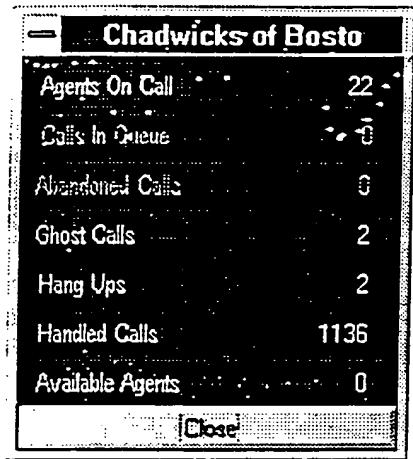


Figure 8

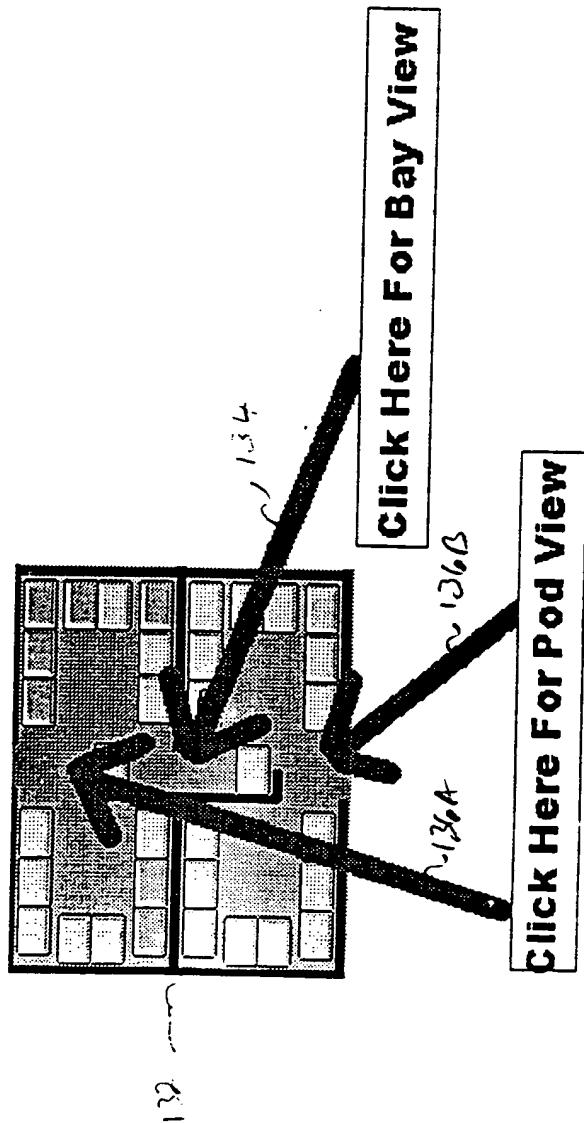


Figure 4

MONSTER - [Bay 8 CallStat]

View

[CallStat]

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On Call 6: On Hold 0: On Busy 0: Available 0: Unavailable 0: Call Work 0: Error 0: End Unknown 0: End Unknown

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Business Type Total Current Business Type Total Current Call Time Total Current State Current

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Longa Tech Support	10	6 756	0 Handover	0	0 63	0 On Hold	0	0 Available	0 0%
American Stores	0	0 66	0 Camp Counsel	0	0 65	0 Local	0	0 Unavailable	2 26%
Int'l Prepaid Card	0	0 66	0 MusicNow In	0	0 64	0 Unknown	0	0 Call Work	0 0%
BANK of America	0	0 66	0 SuddenLink	0	0 63	0 C Consult	0	0 End Unknown	0 0%
Cardinal Internat'l	0	0 66	0 Super US Student	0	0 63	0	0	0	0
Prepaid Cellular	0	0 66	0 Virtual Garage	0	0 63	0	0	0	0

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Figure 10

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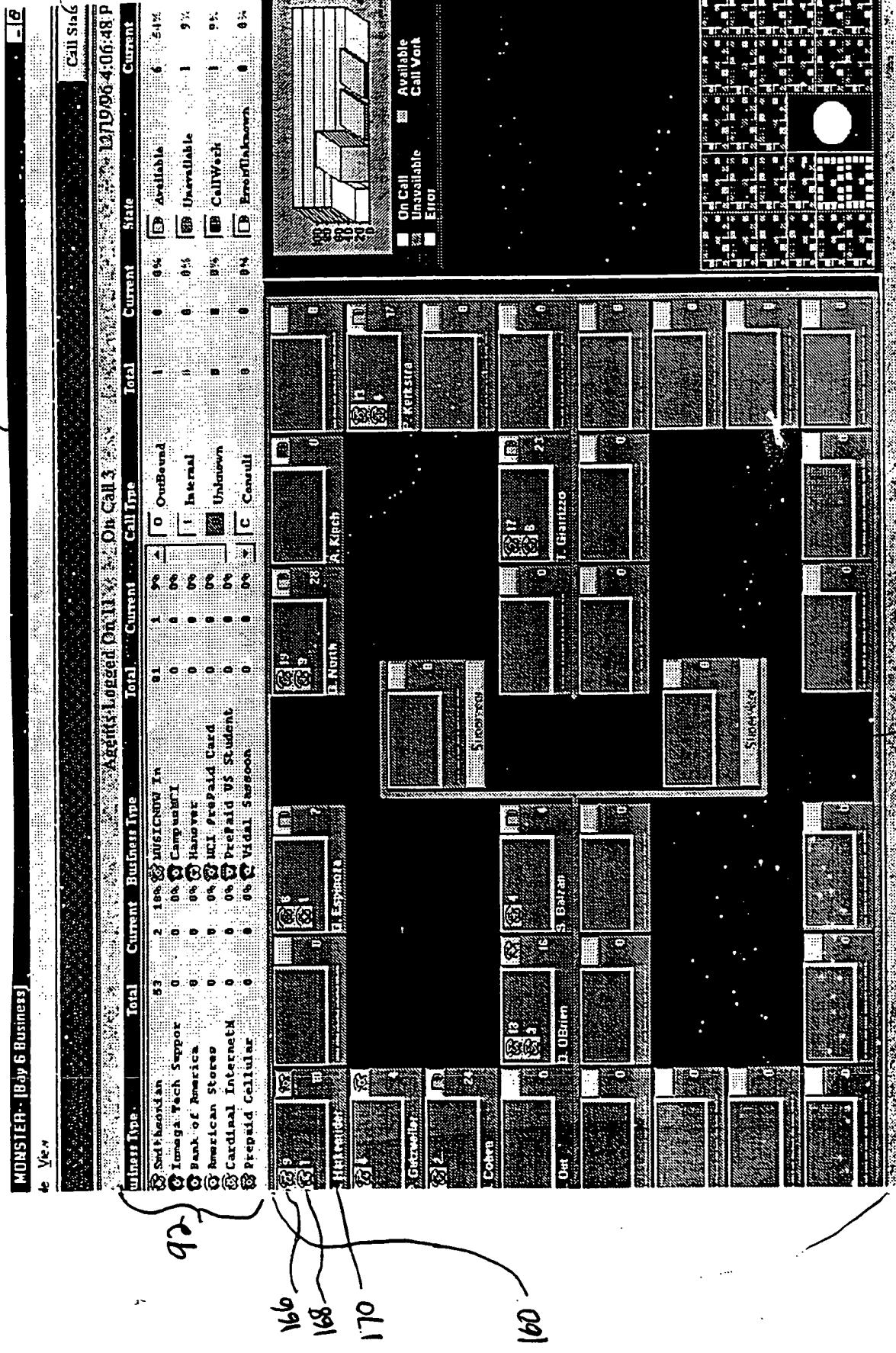
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MONSTER • [Bay 6 Business]

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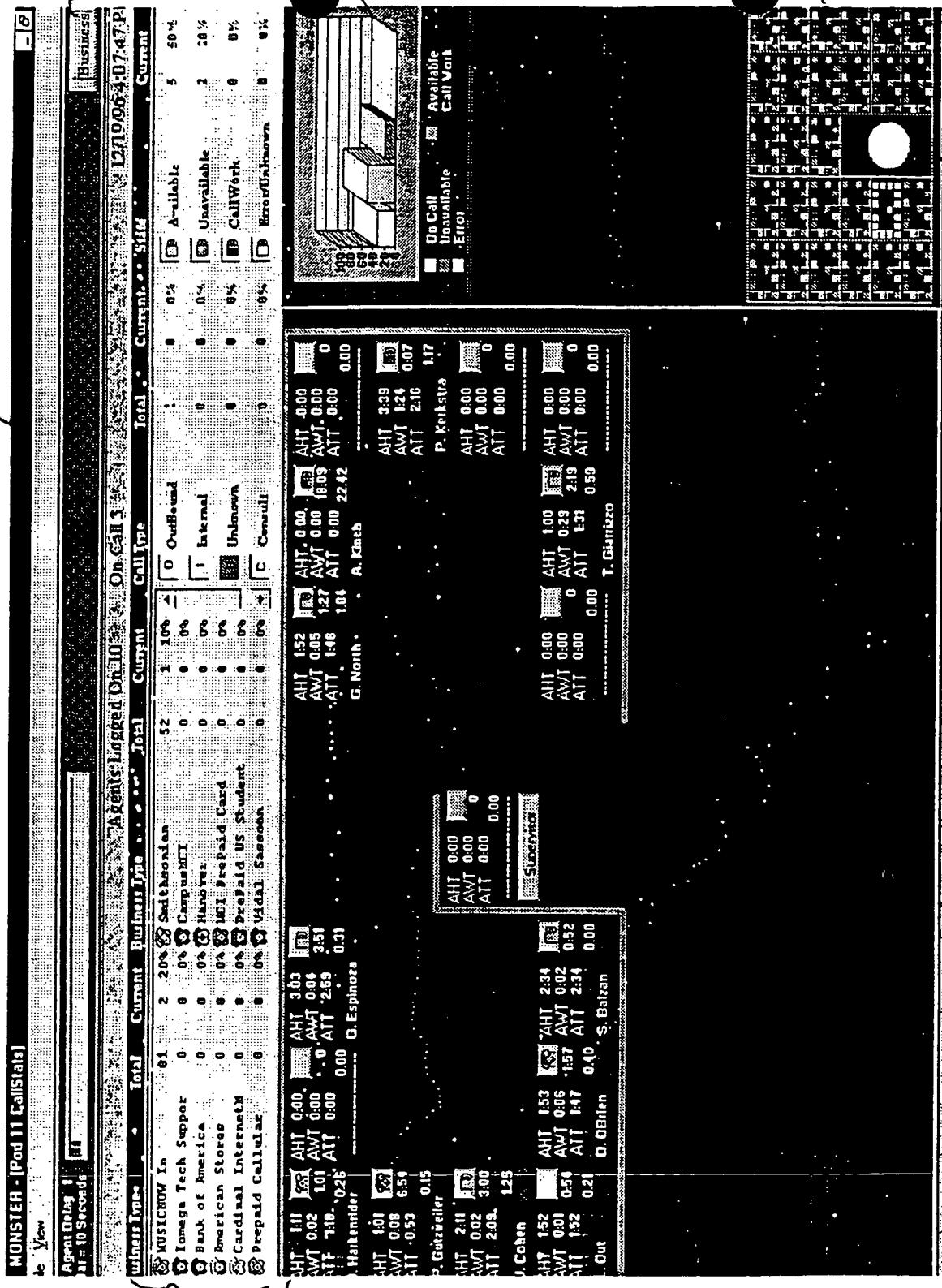
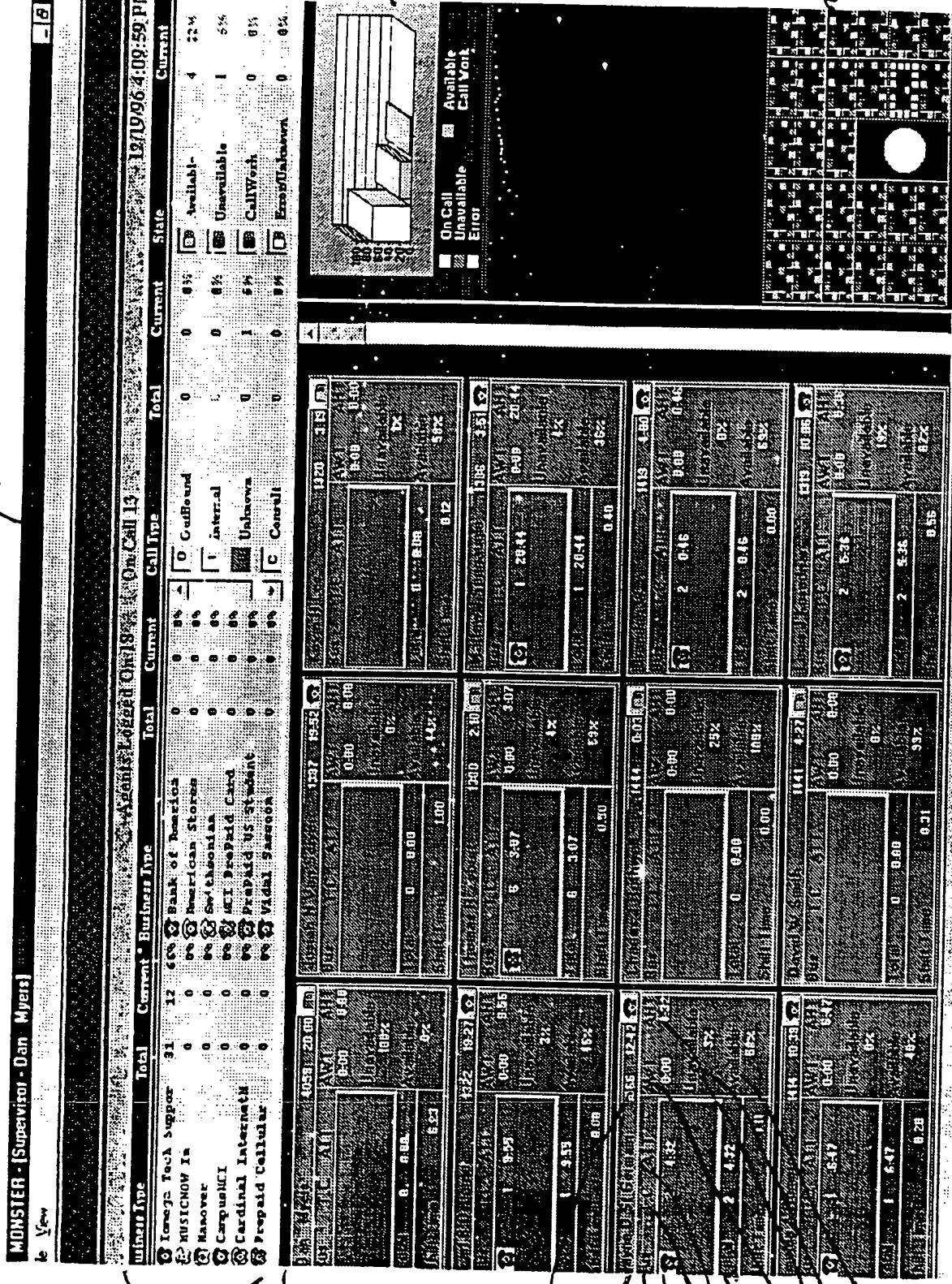


Figure 12

Figure 13



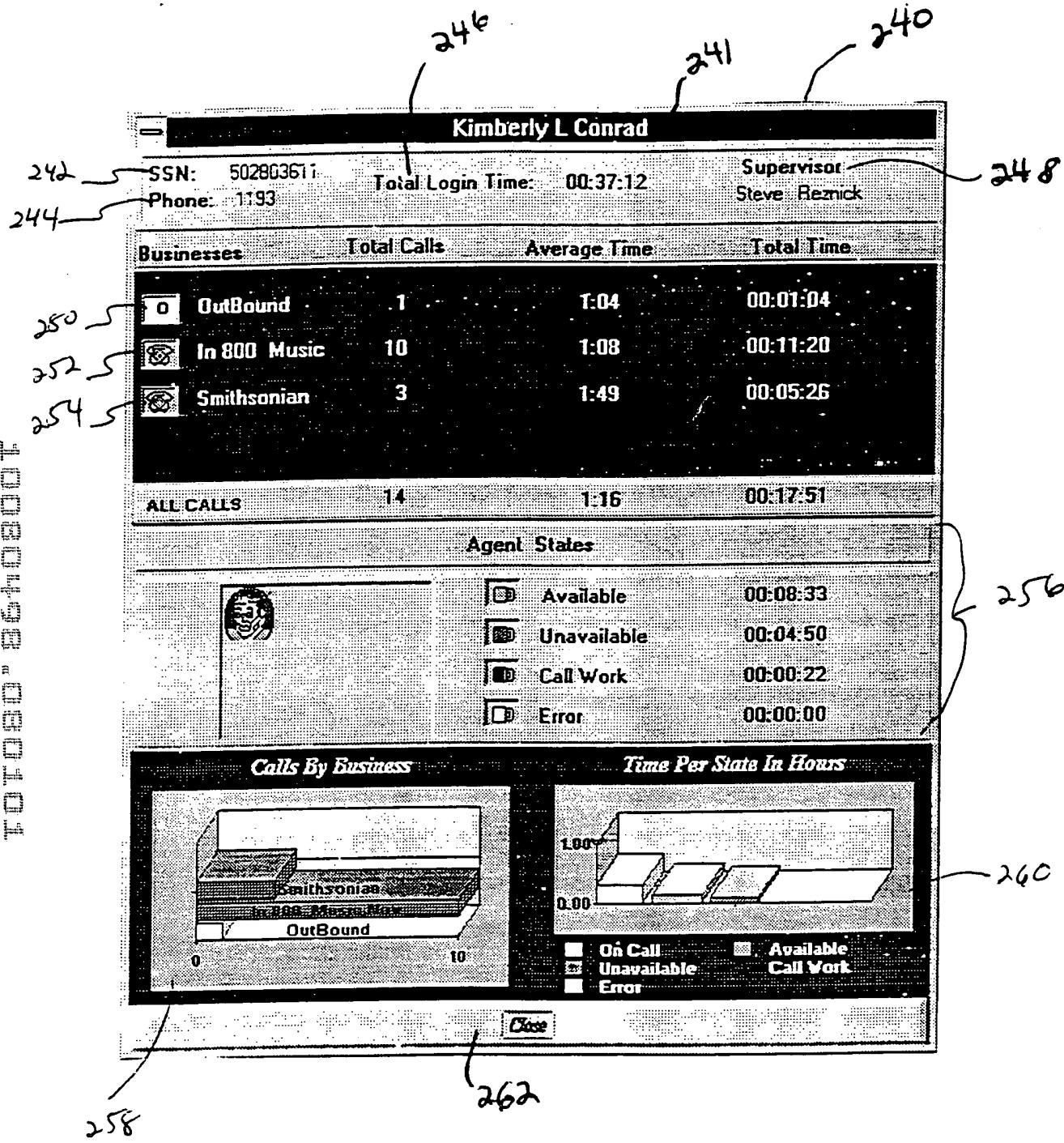
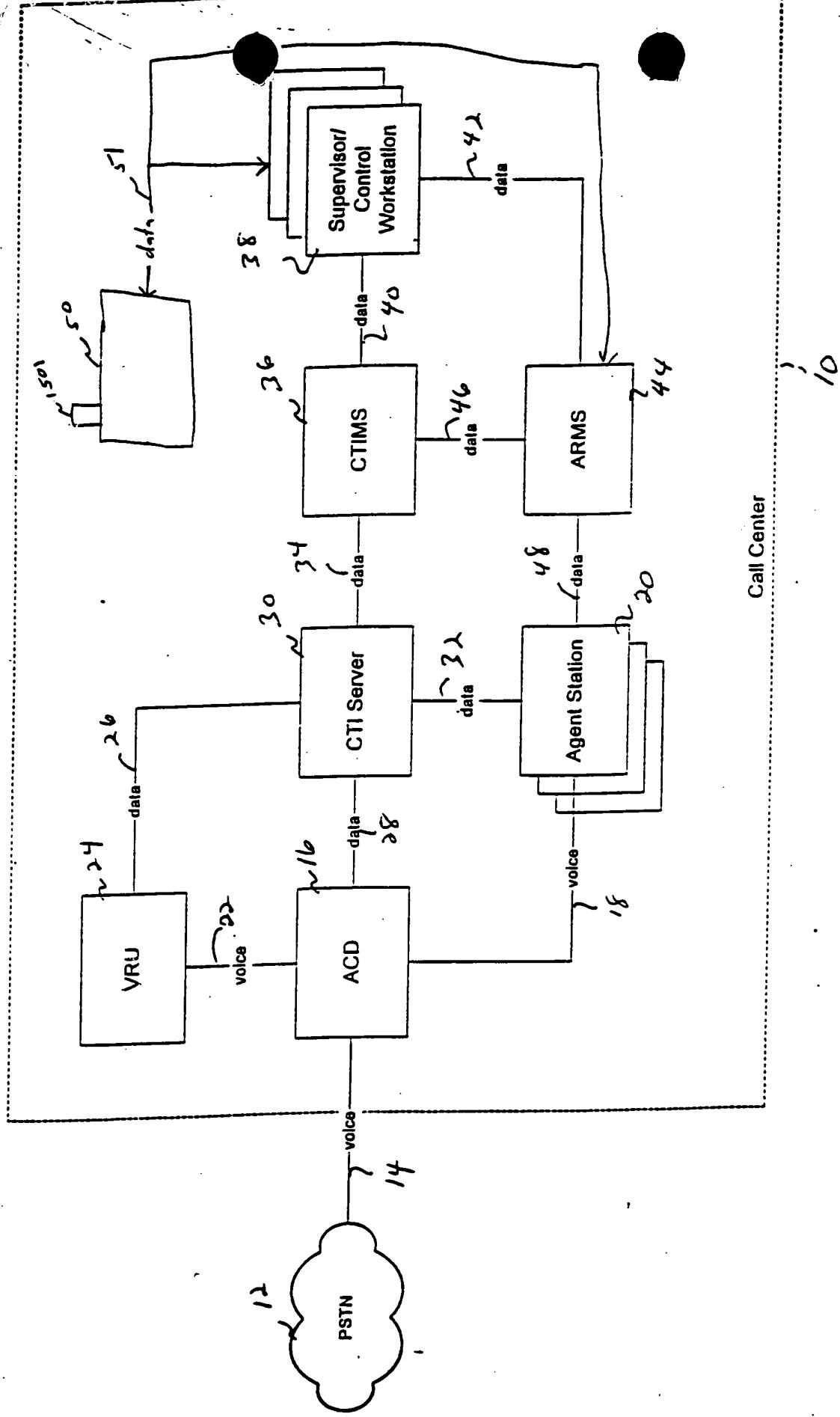


Figure 14

FOTOGO 26.10.2007



Call Center

Figure 15